



REQUEST FOR PROPOSAL – RFP-14-08 PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA

**Special Note: The Deadline for Submitting Proposals is
August 20, 2014 at 4:00 p.m. EDT**

The Public Service Commission of the District of Columbia (“Commission”), located at 1333 H Street, N.W., 2nd Floor, West Tower, Washington, D.C. 20005, invites the submission of sealed proposals from qualified legal consultants to function as a hearing officer adjudicating complaints from both residential and commercial consumers regarding the provision of local telephone, electric, and natural gas service to District of Columbia consumers consistent with Chapters 3 and 4 of the Commission’s rules.¹

BACKGROUND

Each year, the Commission receives eight (8) to fifteen (15) consumer complaints regarding the provision of local telephone, electric, and natural gas service that require formal adjudication by a hearing officer. These cases take an average of approximately 36 hours per case to adjudicate. The Commission will provide and pay for all transcription services for formal hearings scheduled.²

HEARING OFFICER’S DUTIES

1. A. General Requirements

The hearing officer will be responsible for all aspects of adjudicating consumer complaints filed with the Commission that require formal adjudication. In addition, the hearing officer must be an attorney in good standing as a member of the District of Columbia Bar. In the role of hearing officer, the Contractor shall: (1) Conduct proceedings upon assignment of each case by the Commission’s Director of the Office of Consumer Services consistent with the Commission’s rules; (2) Schedule and preside over prehearing conferences, status conferences, and evidentiary hearings as necessary; (3) Adjudicate all consumer complaints within the deadlines prescribed in the Commission’s rules; (4) Perform legal research as needed; (5) Render decisions on complaints, including findings of fact and conclusions of law; and (6) Ensure the integrity of the docket for each consumer complaint such that all pleadings, procedural orders, exhibits, correspondence,

¹ The procedures for adjudicating residential and non-residential formal consumer complaints can be found, respectively, in Chapters 3 and 18 of the Commission’s rules located on the Commission’s website at www.dcpsc.org. To locate these documents, once on the Commission’s website, first highlight the tab entitled “Orders & Regulations.” Then click on the tab entitled “District of Columbia Municipal Regulations Title 15.” In addition, Offerors may want to familiarize themselves with how formal consumer complaints have been adjudicated in the past by exploring the consumer complaint docket. To access this docket, go to the Commission’s website and then highlight the tab entitled, “eDocket System.” Then click on the tab entitled, “Search Current Dockets.” Then scroll down to the pull down menu, “Select Case Type.” Select “Consumer Complaints” and scroll down and click on the “Submit Search” button.

² Such a hearing is only to be scheduled in the event that there are one or more material issues of fact that are best resolved by the presentation of evidence before the hearing officer.

hearing transcripts, and decisions are properly filed with the Office of the Commission Secretary consistent with the Commission's rules.

Proposals will be evaluated and scored based upon the following two areas: (1) Non-Cost Factors comprised of Technical Factors and Certified Business Enterprise ("CBE") participation and (2) Cost/Price Factors. Both the Non-Cost and Cost/Price Factors are listed in Attachment B of the Proposal. Each Offeror shall submit one (1) original proposal and three (3) copies in a sealed envelope, addressed and mailed to the Public Service Commission of the District of Columbia to the attention of Dr. Jesse P. Clay Jr., Deputy Executive Director for Administrative Matters, 1333 H Street, N.W. 2nd Floor, West Tower, Washington, D.C. 20005 no later than 4:00 p.m., EDT, Wednesday, August 20, 2014. The submission should be marked clearly on the envelope as **"Submission in Response to PSC-14-08: The Public Service Commission of the District of Columbia's Request For Proposals for a Hearing Officer to Adjudicate Utility Complaints from District of Columbia Consumers."** Additional information on this RFP may be obtained by visiting the Commission's website at www.dcpssc.org³, contacting Dr. Jesse P. Clay, Jr., Deputy Executive Director for Administrative Matters, on (202) 626-5145, or by email at jclay@psc.dc.gov or clicking on this link <http://www.dcpssc.org/requests/proposals/proposals.shtm>.

³ Click on the Contract and Procurements button, click on Requests for Proposals, click on RFP for the Public Service Commission of the District of Columbia Request for Proposal for a Legal Consultant to function as a Hearing Officer.